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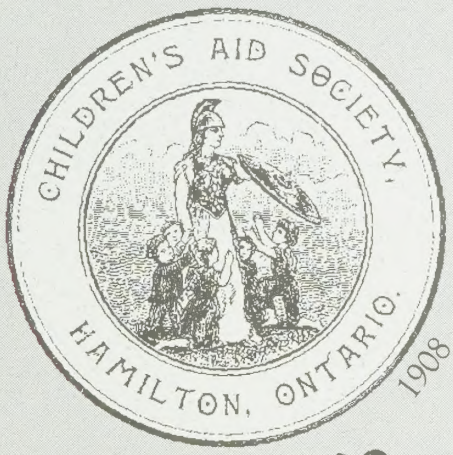
ildren's aid society of hamilton-wentworth

"We protect the little ones"



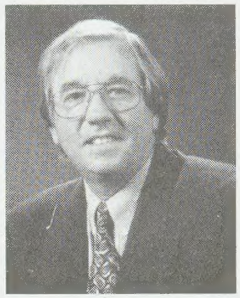
100 YEARS FOR CHILDREN
1894 ~ 1994

URBAN MUNICIPAL
JUN 11 1997
GOVERNMENT DOCUMENTS

1996 ANNUAL REPORT

REPORT OF THE PRESIDENT AND MANAGING DIRECTOR

Peter Schmitt
President



Sylvio Mainville
Managing Director

BUDGET/SERVICE PLAN

The Society's 1996 Service Plan submitted to the Ministry of Community and Social Services detailed our Child Welfare service delivery programs for the year and included a funding request of $10,171,751. This request acknowledged the permanency of prior Social Contract and Expenditure Control Plan reductions (2.0%) and provided for an additional base funding reduction of 5.0%. Our funding request for the Alternate Care Program ($174,894) was submitted separately following prescribed procedure.

Demand for service during 1996 was intense, particularly at intake and in the long term protection units. Temporary staffing additions were approved during the last half of the year to enable this Society to fulfil its legislated mandate. Successful cost containment strategies in the residential areas of our budget permitted the transfer of sufficient resources to fund the additions within our allocation.

The Society completed 1996 with a current year deficit of $203,871. Most of this ($202,335) is attributable to the building renovation project and is funded with prior surpluses approved for this purpose by the local Area Office of the Ministry of Community and Social Services.

BUILDING PROJECT COMPLETED

The Society was pleased to see the completion of the Building Project in 1996. The 5200 square foot addition and renovations have made huge improvements to our building at 143 Wentworth Street South. The addition now provides for better access to our facilities with a new elevator, wheelchair accessible washrooms, a spacious and secure reception and waiting area, bright and comfortable interview rooms, two large play rooms and viewing rooms and much needed office space.

Ribbon Cutting, L to R: John Webster, Peter Schmitt, Nicholas Merola, Sylvio Mainville, Maurice Graff, Bruce Elwood, Ted Simmons, Glen Etherington

In celebration, staff and board members welcomed over 250 guests to the Official Opening of our Building in December, which was highlighted by a ribbon cutting ceremony. The Society is very grateful to the Hamilton-Wentworth community and to all of the Building Campaign donors for their kind and generous support of this project. The patience and cooperation of all staff, foster parents, volunteers and the community at large during construction was most appreciated by the Society.

STRATEGIC DIRECTIONS FOR THE FUTURE

Having completed a full year of our Strategic Plan II (1995 -1999), the Society is pleased to report that progress has been made on all five of our Strategic Directions.

In the area of *Communications*, the Society has taken initiatives in several areas; bi-monthly Services Department staff meetings; regularly scheduled union/management meetings; monthly foster parent and staff meetings; the continuation of our consumer satisfaction questionnaires and Speakers' Bureau bookings. All of these efforts are designed to enhance communications between all levels of the agency.

Developing *Efficiencies* in Child Welfare service delivery in Hamilton-Wentworth has prompted the initiation of a Joint Task Group between the Catholic Children's Aid Society and this agency. The goal of this group is to establish joint initiatives and projects, share skills, knowledge and collective resources, increase joint training and review administrative structures in order to increase savings and reduce any duplication of services.

The goal of *Diversity* is to ensure equal access to all and increase the Society's sensitivity to the needs of clients regardless of race, culture, religion and language. In 1996 this Society was an active member of ISIN (Immigrant Serving Inter-cultural Network) participating in anti-racism training. Another initiative in 1996 was the development of a Joint Multi-cultural Sub-committee with the Catholic Children's Aid Society.

Another priority within the Strategic Plan is to increase the agency's *Fundraising* for prevention, support and enrichment programs. During 1996, over $100,000 was privately raised through various activities and bequests from the community. In addition to this, the Society has been developing an annual giving campaign for implementation in 1997.

The final priority in the Strategic Plan focuses on promoting the optimum use of *Technology* as we pursue excellence in the delivery of child welfare services. During 1996, this Society continued to be an active member of the O.A.C.A.S.' Information Technology Group. In addition, our own internal Information and Technology Committee has worked diligently throughout the year to complete a large project that included the installation of Windows NT, upgrading workstations, installation and use of internal and external E-mail and Internet access for staff.

We are pleased with the progress that has been made in all five areas of the Strategic Plan and look forward to further achievements and growth in 1997.

SERVICES TO FAMILIES AND CHILDREN

Trends in 1996

In 1996 this agency experienced a growth in the demand for its services, especially in three critical areas: New referrals to the Society's Intake Department numbered 5333 in 1996 as compared to 4698 in 1995, a 19% increase; 285 cases were opened for long-term services in 1996, as opposed to 241 in 1995, a 15 % increase; Children admitted to the care of the Society also rose from 329 in 1995 to 373 in 1996. The four most common reasons for new referrals to the Society were:

1. Allegations of Physical Abuse; 2. Behavioural Issues; 3. Inability to Parent; 4. Lack of Supervision.

Of the reasons for children being brought into the care of this Society, the four most frequent reasons were:

1. Lack of Supervision; 2. Physical Abuse; 3. Behavioural Issues; 4. Emotional Abuse.

Community Partnerships

This agency continues to work cooperatively with a variety of other services and organizations in this community and throughout the province in order to provide quality protection services. Our partnerships include involvement in the following programs and committees:

- The "Program for Children who Witness Domestic Violence" is a partnership between this agency and Martha House, a local women's shelter.
- The Joint Task Group between this Society and the Catholic Children's Aid Society has implemented joint After hours Emergency Services and a Joint Multi-cultural Committee. Also, during 1996, this group has been developing a common approach to Intake services in order to increase efficiencies and improve our ability to protect children. In the area of Adoption services, the two agencies worked closely on a campaign to recruit prospective adoptive parents for special needs children.
- In the area of Foster Care Recruitment, both agencies worked to combine their efforts for a major recruitment campaign in the fall of 1996, cost sharing on promotional materials used in recruitment, and also ran joint community information meetings for the public.
- The Inter-agency Training Group consists of 5 other Societies which sponsored 15 seminars in 1996 that were attended by 440 staff, foster parents and students.

- This Society continued it's involvement with the provincial Child Mortality Task Force.
- We continue to work cooperatively with the Community Child Abuse Council of Hamilton-Wentworth towards quality programs for victims of abuse.
- The revised Community Protocol for Investigations of Child Abuse was a result of this agency working together with Police, the Catholic Children's Aid Society, and the Crown Attorney's office during the past year.
- During the past year this agency was an active participant on the Provincial Adoption Reform Policy Project which was looking at making changes to Adoption legislation in Ontario. This agency was also represented on the Provincial Private and Public Adoption Task Force.

OUR PROVINCIAL ASSOCIATION

The Ontario Association of Children's Aid Societies continues to be a key participant in provincial policy development and a strong advocate for the healthy development and protection of children.

Two major research projects are presently underway - one is the Intervention Spectrum to test the validity of an eligibility tool for child welfare - the other is the Effective Services Project on the subjects of conduct disordered children and adolescents at risk of admission to care.

Year two of the Ontario Child Welfare System has also been successful in providing core training in the field. More than 40 potential trainers from the child welfare system have been identified to take over child protection core training, children's aid society/police sexual abuse investigations and assessment training, and management training.

The newly introduced accreditation program is pivotal both as a vehicle to determine service quality and as an evaluation tool for boards of directors to gain feedback on how their agency is adhering to provincial legislation, regulations, and standards and agency policies. All member societies are expected to undergo accreditation by the year 2000 and we are one of 14 Societies planned for accreditation in 1997.

The O.A.C.A.S. also completed a major review of child and family services legislation in 1996. The proposed changes will provide an improved framework for the promotion and support of best practices, public accountability, and the best interests of children.

A SPECIAL THANK YOU TO OUR COMMUNITY

The Society is continually impressed with the positive and generous response we receive from the Hamilton-Wentworth community each year. Whether it is in the form of financial assistance or volunteer hours, this response truly makes a difference in supporting children and their families. The commitment of many groups, individuals and private businesses, service clubs and foundations such as the Hamilton Community Foundation, help us to continue to provide our services and programs to the children and youth of this community.

1996 IN REVIEW
FACTS AND FIGURES

- There were 5333 new requests for service made to the Society in 1996.
- Reports of child abuse made to the Society in 1996 totaled 1139. This reflects 463 reports of sexual abuse and 676 reports of physical abuse.
- The Society's After Hours Emergency Staff responded to 3,782 requests for service in 1996.
- There were a total of 373 new admissions to the care of this Society. A total of 708 children were cared for in a residential setting in 1996, up from 679 in 1995.
- As of December 31st, 1996, there were a total of 161 foster homes opened to the Society. Included in this number are, 23 Alternate Care Homes that provided part-time relief for the parents of 32 developmentally handicapped children.
- The Crisis Intervention Program provided a total of 4467 hours of service to 198 families in 1996.
- The Independence Training Program provided a total of 3462 hours of individualized or group sessions to 156 children and youth in 1996.
- The Summer Adventure Program provided a total of 6290 hours of service to 246 participants during the summer of 1996.
- The Parent Support Worker Program (formerly, the Parent-Aide Program), provided a total of 4,926 hours of direct service to families during 1996. An average of 72 families per month received service.
- The Society carried out 4,235.75 hours of supervised visits between children and parents through the visitation program. This reflects the participation of 829 families and 2959 visits.
- The Society's Volunteer Department provided clients with services in the following areas: 13,264 volunteer drives; volunteers provided babysitting for 103 children; 3,050 hours of One-to-One Special Friend Services; and 869 hours of clerical and Case Aide services.
- As of December 31st, 1996 a total of 26 children were placed on adoption by this Society, 24 of which were under five years of age. Of these 26 adoptees, 18 were young, special needs children.
- In 1996, this Society and the Catholic Children's Aid Society began alternating yearly, the responsibility of witnessing consents for step parent/relative adoptions. This Society's Adoption Unit witnessed 101 consents of this nature in 1996 on behalf of the two Societies.
- A total of 239 adoption disclosure cases were serviced and closed in 1996. Over 250 cases remain on a waiting list for non-identifying history information.

THE BOARD OF DIRECTORS OF THE CHILDREN'S AID SOCIETY OF HAMILTON-WENTWORTH

1996-1997

OFFICERS

President ..... Peter Schmitt
Past President ..... Renate Davidson
1st Vice President ..... Rosemary Knechtel
2nd Vice President ..... Bruce Elwood
Treasurer ..... Bob Coulter
Secretary ..... Sylvio Mainville

DIRECTORS

Helen Bell
David Braden*
Ralph Brown
Rob Csorbay
Karen Davis
Robin Ehlert
Glen Etherington*
Brent Foreman
Todd Graves
Sylvia Kajiura
Lois Kirkby
Mel Madamba-Wakeham
Tony Matthews
Janis North
Russ Powers*
John Prentice**
Don Ross*
Helen Thomas
Margaret Tigchelaar
Susan Wilkie
Randy Young

*Regional Appointee **Deceased

STATEMENT OF REVENUE, EXPENDITURES AND FUND BALANCE

For the year ending December 31, 1996

REVENUE

Province of Ontario	$ 8,489,602
Regional Municipality	2,007,783
Health and Welfare Canada	225,335
Other Government Grants	67,334
Other Children's Aid Societies	72,279
Building Renovation	1,969,906
Miscellaneous	222,397
	13,054,636

EXPENDITURES

Salaries	$ 5,226,962
Benefits	973,601
Building Occupancy	239,786
Office Expenses	280,747
Staff Training	48,271
Promotion and Publicity	37,214
Purchased Services	136,914
Transportation	220,414
Boarding Payments	2,855,008
Health and Related Services	140,449
Client Personal Needs	475,736
Non-Residential Programs	59,902
Client Assistance	10,225
Miscellaneous	108,144
Additional Expenses	272,893
Building Renovation	2,172,241
	$ 13,258,507
Excess of Expenditure over Revenue	(203,871)

FUND BALANCE

Fund Balance, beginning of year as previously reported	$ (29,914)
Adjustment of prior year's grant revenue	176,131
	$ 146,217
Excess of Expenditure over Revenue	$ (203,871)
Fund Balance (Deficit) December 31, 1996	**$ (57,654)**

AUDITORS: Doane Raymond

An audited statement of the Society's financial operations for the year 1996 is available at the Society's office upon your request.

1996 DONORS

Our sincere thanks goes to the following donors who so generously contributed to the Society's fund raising efforts during 1996. All proceeds were forwarded to the Children's Fund. (The Children's Fund provides assistance to send children to Summer Camp, help families at Christmas time and support agency programs for children and youth.)

GIFTS TO $100

The Algonquin
Arriscraft Corporation
Dr. John G. Attridge
Banff Springs
Dr. T. J. Barlow
Mr. & Mrs. Charles Barrett
Mr. Duncan G. Bell
Mrs. Helen Bell
Miss Irene Berry
Dr. E. M. Biagioni
Binbrook Women's Institute
Dr. Edna Birchard
Mr. Joe A. Bregar
Mrs. Karen Brellisford
Dr. D. Campbell
Mr. & Mrs. R. Wallace Campbell
Canadian Pacific Hotels
Mr. John B. Carruthers
Le Chateau Frontenac
Le Chateau Laurier
Le Chateau Montebello
Le Chateau Whistler Resort
Mr. L. H. Chater
Dr. Catherine Cooke
Mrs. Joan Crittenden
Mrs. Doris Davidson
Ms. Linda Devellano
Mrs. Darlene Devison
Ms. Eileen Dobrucki
Mr. & Mrs. Garth Dodman
Ms. Theresa A. Dryden
Dundas Concert Band
The Empress
Sandra Falkenstein
Dr. Joseph Falletta
Mr. Raymond Fidler
Ms. Theresa Flynn-Purchase
Mrs. Heather Fowler-Schlett
Dr. Irwin Fuss
Mr. & Mrs. David D. Gallino
Ms. Georgina Gibbons
Ms. Karen Glenney
Ms. Kathy Gravesande
Ms. Nancie Hall
Mr. William L. Halpren
Mr. & Mrs. Cecil Hamilton
Mrs. Mary Hamilton
Hamilton Builder's Supply Inc.
Mr. Morgan Haskett
Dr. Joan Heels
Mr. Terry M. Hopkins
Mrs. Gail Huxley
Ms. June Jack
Mr. Peter Jensen
Hotel Vancouver
Mr. & Mrs. Ronald Kaye
Dr. & Mrs. W. T. Kellington
Miss Jessie Knox
Mr. Harold Lang
Mr. & Mrs. G. Maurice Laycock
Ms. Sonia LeBlanc
Ms. Mona LeDuc
Mr. & Mrs. Gary T. Lee
Mr. & Mrs. Harry Lemke
Ms. Diane Love
Ms. Joliann R. Lowrie
Ms. Doris C. Lunn
Ms. Alice Lupton
Ms. Kathleen M. Lyne
Mr. & Mrs. Kenneth Madden
Mr. & Mrs. Sylvio Mainville
Mr. W. J. Malcolm
Mr. & Mrs. Leonard Marshall
Ms. Margaret R. Maudsley

Mr. W. Murray McCulloch
Mr. & Mrs. Keith McKnight
Mrs. Catherine McLay
Mickey McGuire's Cheese
Mrs. Kristina Mihajlovic
National Hockey League
Ms. Florence E. Nichols
Mr. & Mrs. Hideo Nishimura
Mrs. Laurie Nugent
Mr. & Mrs. J. Oliver
Our People Fund
Dr. Walter Owsianik
Pollard Employee Recreation Centre
Mr. H. A. Pryce
The Queen Elizabeth
Mr. & Mrs. Carmine Reda
Dr. & Mrs. Hugh & D. Richmond
Ms. Patricia Robertson
The Rotary Club of Ancaster
Royal Canadian Legion
Miss Margaret Saunders
Ms. Julie Scheerer
Mr. William Shea
Miss Kathryn Sheehan
Dr. Ruth Sibma
Skydome Hotel
Mrs. Virginia Smith
Szpiech, Ellis, Skibinski, Shipton
Miss Elizabeth Tilson
Mr. & Mrs. Larry Travers
Dr. Shirin Umar-Khitab
Ms. Charlotte Vlahovich
Waterfront Centre Hotel
Wentworth Principals' Association
Wesley United Church Women
Mr. & Mrs. Roger Wilkinson
Mr. & Mrs. Kenneth R. Wilson

GIFTS FROM $101 TO $500

Mr. & Mrs. William Beatty
Bobby Pest Control
Britannia Refrigeration & Appliance
Frank Butty Ltd.
Dofasco
Ed's Appliance
Hamilton Air Force Association
Hamilton Veterans Service League
Mr. & Mrs. Maxwell Horne
Mrs. Irene Hunter
Mrs. C. I. Jaggard
Ms. Jane Kappele
Mr. Justice & Mrs. Colin S. Lazier
London Life Share Committee
Loyal Order of the Moose
Miss Kathleen R. Mathews
Mr. & Mrs. Cyril and Hazell Nudds
Pettorano Sul Gizio Cultural & Recreation Club
Mr. David Phillips
Project Concern, H.W.R.P.
Radigan Brothers Limited
Royal Canadian Legion
Sainsburg & Company
Ms. Risa Shuman
Mr. Edward Simmons
Mr. A. Wallace Smith
Wescam Inc.

GIFTS FROM $501 TO $1,000

Comstock Canada Ltd.
Dofasco Employees Donations Fund
The Hamilton Foundation
Hamilton Veterans Service League
Mrs. Irene Hunter
Estate of Thelma Lula Thomas

GIFTS FROM $1,000 TO $10,000

Canada Trust
Ms. Marlene Butler
Canadian Imperial Bank of Commerce
In The Christmas Spirit
Tigertown Leasing Limited
Queenston Chev-Olds

GIFTS $10,000 & OVER

Firestone Sports Bar
Estate of Alma Sarah Marguerite Knapman

Gifts in Kind

Deb Ableson
Atkinson Big V Drug Stores
Banister's staff
Big Sister Youth Services
Black's Camera, Centre Mall
Black and MacDonald Electrical Contractors
Breakaway Distributing
Manny Borges
Camp Maple Leaf
Carlisle Opti-Mrs.
Carrera's Sports Bar
Case Credit, staff
Cashway Building Supplies, staff
Mrs. Jeanine Garlow
Greenscapes Landscaping
Great Big Theatre Co. Of Dundas
G.W.E. Group Inc.
Hamilton Entertainment and Convention Facilities Inc.
Hamilton General Hospital staff of 7 South
Hamilton General Hospital staff of CCU Dept.
Henderson Hospital staff of Ward 498
Henderson Hospital staff of Physio Therapy Dept.
Hamilton Jaycees
Hamilton-Wentworth Regional Police Project Concern
Irene Hunter
In The Christmas Spirit
Interval House
Rhonda Kemeny
LaCosta Restaurant
Laidlaw Waste Management Systems
McMaster Univ. - 1st Year Medical Students
Tracey Ogden
Optimist Club of Hamilton
Proctor and Gamble
Queenston Chev-Olds
Rotary Club of Hamilton Mountain
Royal Bank of Canada Up. Gage and Mohawk
Samuel's Family Restaurant
Ryerson School - Students of
Scapa Press
Kim Scott
St. George's Benevolent Society
St. Giles United Church
St. Peter's Hospital Occupational Therapy Dept.
St. Peter's Hospital Public Relations Dept.
Students of Stinson Street School
Syms Advertising
Tebor-Allan Candy
The Hamilton Spectator
Tigertown Leasing Ltd.
Upper Gage Big V Drug Store
Jeanette Willock and family

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Mission Statement

In the best interests of children, the Children's Aid Society of Hamilton-Wentworth is committed to their protection and well-being while supporting the autonomy, integrity, and cultural diversity of families.

THE CHILDREN'S AID SOCIETY OF HAMILTON-WENTWORTH

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